



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: April 18, 2022
RE: March 2022 SOC Staff Report

March Client Complaints

There was one complaint submitted through the Shelter Monitoring Committee in March 2022. This complaint is still open pending investigation.

****Note: Narratives provide an overview of the types of complaints forwarded to each site. Not all sites have had a chance to respond to the complaints. Complaints may have already been investigated to the satisfaction of the site or its contracting agency; however, the Committee must allow for each complainant to review the responses and the complainant determines whether s/he is satisfied. If the complainant is not satisfied, the Committee will investigate the allegations listed in the complaint.*

Multi-Service Center South (MSC-South)

Client #1, Complaint #1:

Complaint submitted: 3/1/2022

Response received: 4/1/2022

Alleged SOC Violations:

- **Standard 1:** Treat all clients equally, with respect and dignity...
- **Standard 24:** Locate alternate sleeping unit for immediate denials after 5:00 PM...
- The complainant states came returned to the shelter around 5 PM to find his possessions on the sidewalk. He was told he was being transferred to another shelter "at the request of the city." He did not understand why. He was told the transfer was due to his fear for his own safety; however, the client never requested a transfer, nor was he given advance notice.
- His lock was cut, and when he searched his bagged belongings, he discovered several valuable items were missing. He was also missing his large suitcase. He called the police to assist him.
- The complainant believes the shelter made a false report, alleging that he wanted to be transferred, convincing the HSH to arrange a life-safety transfer. This prevented him from objecting to what was in essence a denial-of-service that bypassed the grievance process.
- The transfer was not coordinated properly: When the complainant arrived at Central Waterfront Navigation Center (in the early evening of March 1, 2022), they were unaware of any transfer arrangements, and he was not allowed into the facility.
- The client paid to return to MSC-South. However, staff there refused to readmit him and he slept on the street outside that night, where temperatures were in the 40s.

and 81 beds/mats

March 2022 Site Visit Infractions

The Committee suspended site visits in January 2021 due to the surge in COVID-19 cases attributed to the Omicron variant. Inspections were resumed in March:

FY2021-2022 Unannounced Site Visit Tally

Site	7/21	8/21	9/21	10/21	11/21	12/21	1/22	2/22	3/22	Total (FY21-22)
Buena Vista Horace Mann	0	0	0	0	0	0	0	0	0	0
Compass Family	0	0	0	0	0	0	0	0	0	0
Hamilton Family	0	0	0	0	0	1	0	0	0	1
Harbor House Family	0	0	0	0	0	0	0	0	0	0
Lark Inn	0	0	0	0	0	0	0	0	0	0
MSC South Shelter	0	0	0	0	0	0	0	0	0	0
Next Door	0	0	0	0	0	1	0	0	0	1
Providence Family	0	0	0	0	0	1	0	0	0	1
Sanctuary	0	0	0	0	0	0	0	0	0	0
St. Joseph's Family	0	0	0	0	0	1	0	0	0	1
Total	0	0	0	0	0	4	0	0	0	4

The SMC is required to complete four unannounced visits to each site on an annual basis.

FY2021-2022 Announced Site Visit Tally

Site	7/21	8/21	9/21	10/21	11/21	12/21	1/22	2/22	3/22	Total FY 21-22
Buena Vista Horace Mann				1					1	2
Compass Family		1			1					2
Hamilton Family			1							1
Harbor House Family	1			1	1					3
Lark Inn		1			1				1	3
MSC South Shelter			1		1				1	3
Next Door				1					1	2
Providence Family				1						1
Sanctuary	1			1	1				1	4
St. Joseph's Family			1	1					1	3
Total	2	2	3	6	5	0	0	0	6	24

The Committee is required to make two announced site visits to each site each year to survey clients.

Staff Update and Committee Membership

Membership

There are currently five unfilled seats on the Shelter Monitoring Committee:

Board of Supervisors:

Seat 1 - Must be homeless or formerly homeless who is living or has lived with their homeless child under the age of 18.

Seat 5 - Must be homeless or formerly homeless and nominated by a nonprofit that provides advocacy or organizing services to the unhoused.

LHCB:

Seat 9 - Must be nominated by a community agency that provides advocacy or organizing services to the unhoused.

Seat 10 - Must be homeless or formerly homeless and nominated by a community agency that provides advocacy or organizing services to the unhoused.

Mayor:

Seat 13 - Must be homeless or formerly homeless with experience providing services to the unhoused.

If you are interested in applying for a seat on the Committee, please contact Angie David at 415-255-3642 or email angella.david@sfdph.org for more information.

FY2021-2022 Upcoming Meeting Calendar

- May 18
- June 15